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1. (previously amended) A method of operating a retail terminal, comprising the steps of:

generating a first voice instruction in a first voice type which instructs a user in regard to operation of said retail terminal;

determining if said user performs a first activity with said retail terminal which is indicative of said user responding to said first voice instruction and generating a proper-response control signal in response thereto;

generating a second voice instruction in a second voice type which instructs said user in regard to operation of said retail terminal if a predetermined amount of time lapses subsequent to generation of said first voice instruction, but prior to generation of said proper-response control signal;

determining if said user performs a second activity with said retail terminal which is indicative of said user disregarding said first voice instruction and generating an improper-response control signal in response thereto; and

generating a third voice instruction in a third voice type which instructs said user in regard to operation of said retail terminal in response to generation of said improper-response control signal.

2. (canceled) The method of claim 1, further comprising the steps of:

determining if said user performs a second activity with said retail terminal which is indicative of said user disregarding said first voice instruction and generating an improper-response control signal in response thereto; and

generating a third voice instruction in a third voice type which instructs said user in regard to operation of said retail terminal in response to generation of said improper-response control signal.

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3. (previously amended) The method of claim 1, further comprising the steps of:

updating an electronic log value in response to generation of said improper-response control signal; and

comparing said electronic log value to a log threshold and generating a personnel-needed control signal if said electronic log value has a predetermined relationship with said log threshold.

4. (original) The method of claim 1, wherein:

said step of generating said first voice instruction in said first voice type includes the step of generating said first voice instruction at a first volume level,

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said step of generating said second voice instruction in said second voice type includes the step of generating said second voice instruction at a second volume level, and said second volume level is greater than said first volume level.

5. (original) The method of claim 1, wherein:
said step of generating said first voice instruction in said first voice type includes the step of generating said first voice instruction at a first voice inflection level,
said step of generating said second voice instruction in said second voice type includes the step of generating said second voice instruction at a second voice inflection level, and
said first voice inflection level is different than said second voice inflection level.

6. (original) The method of claim 1, wherein:
said first voice type is configured to resemble a human female voice, and
said second voice type is configured to resemble a human male voice.

7. (original) The method of claim 1, wherein:

said step of generating said first voice instruction in
said first voice type includes the step of generating said
first voice instruction at a first voice pitch level,

said step of generating said second voice instruction
in said second voice type includes the step of generating
said second voice instruction at a second voice pitch level,
and

said first voice pitch level is different than said
second voice pitch level.

8. (original) The method of claim 1, wherein:

said step of generating said first voice instruction in
said first voice type includes the step of generating said
first voice instruction at a first voice tone level,

said step of generating said second voice instruction
in said second voice type includes the step of generating
said second voice instruction at a second voice tone level,
and

said first voice tone level is different than said second voice tone level.

9. (previously amended) A retail terminal, comprising:
a voice generating device;
a processing unit electrically coupled to said voice
generating device; and

a memory device electrically coupled to said processing unit, wherein said memory device has stored therein a plurality of instructions which, when executed by said processing unit, causes said processing unit to:

- (a) operate said voice generating device so as to generate a first voice instruction in a first voice type which instructs a user in regard to operation of said retail terminal,
- (b) determine if said user performs a first activity with said retail terminal which is indicative of said user responding to said first voice instruction and generate a proper-response control signal in response thereto,
- (c) operate said voice generating device so as to generate a second voice instruction in a second voice type which instructs said user in regard to operation of said retail terminal if a predetermined amount of time lapses subsequent to generation of said first voice instruction, but prior to generation of said proper-response control signal,
- (d) determine if said user performs a second activity with said retail terminal which is indicative of said user disregarding said first voice instruction and generate an improper-response control signal in response thereto, and
- (e) operate said voice generating device so as to generate a third voice instruction in a third voice type

which instructs said user in regard to operation of said retail terminal in response to generation of said improper-response control signal.

10. (canceled) The retail terminal of claim 9, wherein said plurality of instructions, when executed by said processing unit, further causes said processing unit to:

(a) determine if said user performs a second activity with said retail terminal which is indicative of said user disregarding said first voice instruction and generate an improper-response control signal in response thereto, and

(b) operate said voice generating device so as to generate a third voice instruction in a third voice type which instructs said user in regard to operation of said retail terminal in response to generation of said improper-response control signal.

11. (previously amended) The retail terminal of claim 9, wherein said plurality of instructions, when executed by said processing unit, further causes said processing unit to:

(a) update an electronic log value in response to generation of said improper-response control signal, and

(b) compare said electronic log value to a log threshold and generate a personnel-needed control signal if

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said electronic log value has a predetermined relationship with said log threshold.

12. (original) The retail terminal of claim 9, wherein said plurality of instructions, when executed by said processing unit, further causes said processing unit to:

(a) operate said voice generating device so as to generate said first voice instruction at a first volume level, and

(b) operate said voice generating device so as to generate said second voice instruction at a second volume level, wherein said second volume level is greater than said first volume level.

13. (original) The retail terminal of claim 9, wherein said plurality of instructions, when executed by said processing unit, further causes said processing unit to:

(a) operate said voice generating device so as to generate said first voice instruction at a first voice inflection level, and

(b) operate said voice generating device so as to generate said second voice instruction at a second voice inflection level, wherein said first voice inflection level is different than said second voice inflection level.

14. (original) The retail terminal of claim 9, wherein:
said first voice type is configured to resemble a human
female voice, and
said second voice type is configured to resemble a human
male voice.

15. (original) The retail terminal of claim 9, wherein
said plurality of instructions, when executed by said
processing unit, further causes said processing unit to:

(a) operate said voice generating device so as to
generate said first voice instruction at a first voice pitch
level, and

(b) operate said voice instruction device so as to
generate said second voice instruction at a second voice
pitch level, wherein said first voice pitch level is
different than said second voice pitch level.

16. (original) The retail terminal of claim 9, wherein
said plurality of instructions, when executed by said
processing unit, further causes said processing unit to:

(a) operate said voice generating device so as to
generate said first voice instruction at a first voice tone
level, and

(b) operate said voice generating device so as to
generate said second voice instruction at a second voice

tone level, wherein said first voice tone level is different than said second voice tone level.

17. (previously amended) A method of operating a retail terminal, comprising the steps of:

generating a first voice instruction at a first voice inflection level so as to instruct a user in regard to operation of said retail terminal;

determining if said user performs a first activity with said retail terminal which is indicative of said user responding to said first voice instruction and generating a proper-response control signal in response thereto;

generating a second voice instruction at a second voice inflection level so as to instruct said user in regard to operation of said retail terminal if a predetermined amount of time lapses subsequent to generation of said first voice instruction, but prior to generation of said proper-response control signal, wherein said first voice inflection level is different than said second voice inflection level;

determining if said user performs a second activity with said retail terminal which is indicative of said user disregarding said first voice instruction and generating an improper-response control signal in response thereto; and

generating a third voice instruction at a third inflection level which instructs said user in regard to

operation of said retail terminal in response to generation of said improper-response control signal.

18. (canceled) The method of claim 17, further comprising the steps of:

determining if said user performs a second activity with said retail terminal which is indicative of said user disregarding said first voice instruction and generating an improper-response control signal in response thereto; and

generating a third voice instruction at a third inflection level which instructs said user in regard to operation of said retail terminal in response to generation of said improper-response control signal.

19. (previously amended) The method of claim 17, further comprising the steps of:

updating an electronic log value in response to generation of said improper-response control signal; and

comparing said electronic log value to a log threshold and generating a personnel-needed control signal if said electronic log value has a predetermined relationship with said log threshold.

20. (original) The method of claim 17, wherein:

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23. (canceled) The method of claim 21, wherein at least one of the first voice message and the second voice message instructs the user relative to operation of the retail terminal.

24. (canceled) A method of operating a retail terminal, comprising the steps of:

generating a first voice message at a first voice inflection level, the message relating to operation of the retail terminal;

generating an improper-response control signal in response to a user disregarding the first voice message; and generating a second voice message at a second voice inflection level in response to generation of the improper-response control signal.

25. (canceled) The method of claim 24, comprising the further step of determining if the user performs an activity with the retail terminal that is indicative of the user disregarding the first voice message.

26. (canceled) The method of claim 24, wherein at least one of the first voice message and the second voice message

Jack C. Conard
instructs the user relative to operation of the retail terminal.

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27. (new) A security method for a self-service retail terminal, comprising the steps of:

generating a first voice instruction in a first voice type which instructs a self-service user in regard to operation of said self-service retail terminal;

determining if said self-service user performs a first activity with said retail terminal which is indicative of said self-service user responding to said first voice instruction and generating a proper-response control signal in response thereto; and

if a predetermined amount of time lapses subsequent to generation of said first voice instruction, but prior to generation of said proper-response control signal, generating a second voice instruction in a second voice type different from the first voice type in order to convey an impression to the self-service user that the self-service user has improperly used the self-service terminal, and to instruct said self-service user in regard to the proper operation of said self-service retail terminal.

28. (new) The method of claim 27, further comprising the steps of:

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determining if said self-service user performs a second activity with said self-service retail terminal which is indicative of said self-service user disregarding said first voice instruction and generating an improper-response control signal in response thereto; and

generating a third voice instruction in a third voice type different than the first and second voice types in order to convey another impression to the self-service user that the self-service user has improperly used the self-service terminal, and to instruct said self-service user in regard to the proper operation of said self-service retail terminal in response to generation of said improper-response control signal.

29. (new) The method of claim 27, further comprising the steps of:

updating an electronic log value in response to generation of said improper-response control signal; and comparing said electronic log value to a log threshold and generating a personnel-needed control signal if said electronic log value has a predetermined relationship with said log threshold.

30. (new) The method of claim 27, wherein:

10
11 said step of generating said first voice instruction in
12 said first voice type includes the step of generating said
13 first voice instruction at a first volume level,

14 said step of generating said second voice instruction
15 in said second voice type includes the step of generating
16 said second voice instruction at a second volume level, and

17 said second volume level is greater than said first
18 volume level.

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20 Cont 31. (new) The method of claim 27, wherein:

21 said step of generating said first voice instruction in
22 said first voice type includes the step of generating said
23 first voice instruction at a first voice inflection level,

24 said step of generating said second voice instruction
25 in said second voice type includes the step of generating
26 said second voice instruction at a second voice inflection
27 level, and

28 said first voice inflection level is different than
29 said second voice inflection level.

30 32. (new) The method of claim 27, wherein:

31 said first voice type is configured to resemble a human
32 female voice, and

33 said second voice type is configured to resemble a
34 human male voice.

33. (new) The method of claim 27, wherein:
said step of generating said first voice instruction in
said first voice type includes the step of generating said
first voice instruction at a first voice pitch level,

 said step of generating said second voice instruction
in said second voice type includes the step of generating
said second voice instruction at a second voice pitch level,
and

 said first voice pitch level is different than said
second voice pitch level.

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Conch 34. (new) The method of claim 27, wherein:
said step of generating said first voice instruction in
said first voice type includes the step of generating said
first voice instruction at a first voice tone level,

 said step of generating said second voice instruction
in said second voice type includes the step of generating
said second voice instruction at a second voice tone level,
and

 said first voice tone level is different than said
second voice tone level.